

# Remote Hands & Technical Support

Basic remote hands and technical support are provided **free of charge** **24/7/365**. Other services are priced in the below table.

Requests can only be made by authorised personnel whose details are held on our security system.

Call **01622 230282**, option 1 or email **Support@CustodianDC.com**

Your details will be taken and an engineer will call you back to verify your authority. In the event of serious network failure that may affect our telephone system, there are two backup numbers which, listed below. **0797 1956830** | **0739 3874774** These are separate mobile networks.

**Please note:** In the event of major fault, our engineers first priority will be to correct the issue as soon as possible. Unnecessary calls at that time may therefore delay the resolution of the problem.

## Support Process

We follow a process to log and manage our calls. When a support event is raised, either by our customers or our automated systems, we will follow this process to ensure that it is dealt with quickly and professionally. Every time you raise a new support call, you'll be given a Job ID number. Each time you contact us regarding the same issue, please use this number to help us find your call quickly and begin helping you straight away.

Level of Service	Monday to Friday 08:00-18:00 (Excluding Bank Holidays)	All other Times	Scope
Basic Remote Hands	<b>Free of charge</b> 1 hour response target	<b>Free of charge</b> 2 hour response target	Check alarm lights on the Equipment. Power Cycle by means of a button or a full power disconnect /reconnect. Patch /un-patch cables. Install /remove hot swap HDDs.
Remote Hands	<b>£20 / 15 minutes</b> (30 minutes min) 1 hour response target	<b>£80 /hour</b> (1 hour min) 2 hour response target	Connect KVM and follow customer's telephone instructions. Basic internal server tasks (battery/ raid card/ internal HDD/ RAM swaps etc).
Advanced Engineer Assistance	<b>£120 / hour</b> (1 hour min) 1 hour response target	<b>£160 /hour (1 hour min)</b> 2 hour response target	Any tasks outside of the above scopes, up to the advanced technical level of one of our senior engineers.
U Space Escort	<b>£12.50 / 15 minutes</b> 1 hour response	<b>£95 /hour (1 hour min)</b> 2 hour response	For U space customers only, escort into DC & unlock rack for access, remain & lock rack afterwards.
U Space Remove/Replace Server	<b>£10 one off</b> 1 hour response	<b>£95 /hour (1 hour min)</b> 2 hour response	For U space customers only, remove/replace server to workbench.

